
Raising a concern about your maternity care

We are the Nursing and Midwifery Council (NMC)

Our role is to protect the public and improve safety.

If you feel something went wrong in the care that a midwife, nurse or nursing associate provided for you or your baby, we want to hear from you.

We will listen to your experiences to ensure that care is safe for everyone.

If you and your family have had a distressing experience, there are also organisations that can help you with your wellbeing and recovery, as listed on our **website**.

What we do

If you have concerns about the safety or care provided by a midwife, nurse or nursing associate, we are here to listen. We can investigate these concerns to help keep the public safe.

We're independent from hospitals, and from midwives, nurses or nursing associates.

We know that many different people may have been involved in caring for you, or your baby, before, during, and after birth.

We can only look into concerns about midwives, nurses and nursing associates. This can include their role in supervising students.

If your concern is about someone else

If your concern is about doctors or another type of healthcare professional we can signpost you to organisations who can help.

You can find their contact details at the end of this leaflet.

If you have a concern

It's often best to share your concerns directly with the employer of the midwife, nurse or nursing associate as the employer is closest to the situation. This is likely to be the hospital where the staff member was working.

Your feedback allows them to look closely at what happened, and find ways to improve services and strengthen future practice for others.

We understand that this may feel difficult. You can seek advice and support from one of the organisations at the bottom of the following page.



Who you raise your concern with depends on what happened.

In some cases, what happened is so serious that we should consider if the midwife, nurse or nursing associate is a risk to the public. This is when you should raise your concern with us.

You can also come straight to us if they work independently, or if you've spoken to the employer but you don't feel they have adequately addressed your concerns.

If you want support raising your concern with the hospital, please contact:

- Your local **Patient Advice and Liaison Service (PALS)** (in England and Wales). In England, you can search for your local PALS using your postcode **online**. In Wales you can find it via your local health board's website
- **Patient Advice and Support Service Scotland (PASS)**
- **Patient and Client Council (PCC)** (in Northern Ireland)
- Independent advice from organisations such as **The Patients Association** or **Action against Medical Accidents (Avma)**.

What happens if you contact us

We'll look at what you have told us to see if we should investigate.

We will investigate if we believe an individual is an ongoing risk to the public. Our role is to consider if the midwife, nurse or nursing associate is a risk to people's safety, not to punish them.

We can't investigate in all cases – for example, if someone isn't on our Register.

What to expect

If you choose to share your concern with us, we will guide you through the process and keep you informed.

If we do not investigate:

We will explain our decision clearly.

If we do investigate:

We will explain what happens next and how we will support you.

Your privacy:

We only share details with other organisations when it is safe and right to do so.

We realise that it isn't always possible to raise concerns right away. There's no time limit for raising a concern and the service is free.

How to raise a concern

If you're not sure if you want to raise a concern, you can call us to speak to someone on **020 3307 6802**.

We'll listen to your concerns and give you time to talk about what is happening. We'll take your concerns seriously.

When we consider a concern, it goes through a formal legal process which we aim to conclude within 15 months. We'll keep you up to date and agree with you how you'd like us to do this.

If you're ready to raise a concern you can do this by filling in a form on our **website**.

If you're struggling to use the form on our website and would prefer to speak to us for advice, please contact our referrals helpline on **020 3307 6802**.

It's helpful if you know the midwife, nurse or nursing associate's name when you contact us – but don't worry if you don't have it, we'll do our best to find out.



Who else might be able to help

If we can't help, we'll help you find the right people to speak to.

This might be:

- **Hospitals.** They employ midwives, nurses and nursing associates, and oversee their work day to day. They should investigate whenever things go wrong.
- **The General Medical Council (GMC).** They help if you think a doctor isn't fit to practise.
- **The Health and Care Professions Council (HCPC).** They help if you have concerns about other professionals, including operating department practitioners and paramedics.

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- Regulators who take action when health services, like hospitals, might be unsafe:
 - The **Care Quality Commission (CQC)** in England.
 - **Healthcare Improvement Scotland (HIS)** in Scotland.
 - The **Regulation and Quality Improvement Authority (RQIA)** in Northern Ireland.
 - **Healthcare Inspectorate Wales (HIW)** in Wales.
 - **The Parliamentary and Health Service Ombudsman (PHSO)**. If you've already raised a concern with an NHS hospital and you feel they've not taken the right actions, you can make a complaint to the PHSO about the NHS.

For more information about how we look at concerns, see our website at **www.nmc.org.uk**.

This document will also be available in Welsh **[on our website](#)**. Other languages are available on request by emailing **communications@nmc-uk.org**

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